

HIPAA COMPLAINT

Federal law* requires the Department of Human Services, both as an agency providing a health plan (Medicaid and *hawk-i*) and as a health provider (Department facilities), to comply with standards to protect the privacy of protected health information. “Protected health information” is information that communicates a person’s medical condition – past, present, or future.

The Department has rules at 441 Iowa Administrative Code Chapter 9 to set the policies, and manual and forms at Employee’s Manual, Title 1, Chapter C and Chapter C-Appendix, to explain the procedures that the Department must follow to comply with the federal privacy law and regulations. You can view these rules and manuals on the Department’s web site at <http://www.dhs.state.ia.us/policyanalysis>.

You may file a complaint with the Department’s Privacy Office if you believe that:

- The Department is not following its privacy policies and procedures, or
- The Department’s privacy practices do not agree with the federal law and regulations.

To file a complaint, you may either:

- Complete this form and mail it to the Privacy Office at the Iowa Department of Human Services, 1st Floor, 1305 East Walnut, Des Moines, Iowa 50319-0114 ,or to the privacy official at one of the Department’s facilities; or
- Write a letter stating your complaint and mail it to the Privacy Office at the address above or to the privacy official at one of the Department’s facilities. (Use of this form is not required.)

If you disagree with a Department decision on your specific case, you may file an appeal with the Department using the procedures given on the decision you received. Do not use this form to file an appeal.

How do we reach you?

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| Name: | Organization | Daytime Telephone Number |
| Mailing Address – Street or P.O. Box: | | City, State, and Zip Code: |

What is your complaint?

Please explain your complaint. Tell which of the Department’s policies you disagree with and why. If you feel that a certain person, office, or facility of the Department is not following our procedures, please tell us. If you need more space, write on the back of this form or attach another page.

* Public Law 104-191, the Health Insurance Portability and Accountability Act of 1996 (HIPAA), and 45 Code of Federal Regulations Parts 160 and 164)